



CBN London Ltd.

Our Reference:

### COMPLAINANTS FORM

#### I. Information on the complainant:

ID No. (if known)	Title: Miss, Mr. Ms. Mrs	Today's Date
Last Name	First Name	M.I.
Nationality	Date of Birth (DD/MM/YYYY)	
Address for correspondence on this complaint:		
		Post Code:
Home Phone	Best to call? yes <input type="checkbox"/> no <input type="checkbox"/>	Mobile
Time <input type="checkbox"/> 8am-12pm <input type="checkbox"/> 1 – 5pm		Best to call? yes <input type="checkbox"/> no <input type="checkbox"/>
		Time <input type="checkbox"/> 8am-12pm <input type="checkbox"/> 1 – 5pm
Submitting the communication: On author's own behalf?	On behalf of another Person?	
	Relationship to you	

If the complaint is being submitted on behalf of another person, her/his details:

Last Name	First Name	M.I.
Nationality	Date of Birth (DD/MM/YYYY)	
Address or current whereabouts:		
		Post Code:

If you are acting with the knowledge and consent of that person, please provide that person's authorization for you to bring this complaint.

#### II. The kind of product or service you are complaining

#### III. Details of the Customer service representative who deals with you. This would be helpful and speed up the investigations and validation of your disputes.

Last Name: (if known)	First Name:
Date :	Time:
Telephone number where you called if the incident was over the phone (to enable us to retrieve the recording of the conversation)	
<input type="checkbox"/> 020 74623000 <input type="checkbox"/> 02070994280 <input type="checkbox"/> Others (please specify)	

#### IV. Facts of the complaint:

State the details, in chronological order, the facts and circumstances of the alleged violation or offensive acts you think is responsible for your complaint.



**CBN London Ltd.**

**Our Reference:**

**Please tell us what your complaint is about:**

You may choose not to use this form to complain. However, all the information on this form must be included and duly signed.

**V. Any other details which you think that might help.**

**VI. Any documents submitted that will serve as evidence, if any.**

- 1.
- 2.
- 3.

Complainant's signature \_\_\_\_\_  
(Sign over printed name)

Date \_\_\_\_\_

**For CBN London Ltd. Use only.**

Received by:	Date:	
Action Taken:		
Letter sent:	Date	Response time: